



proud past, promising future

Clark County Regional Support Network Policy Statement

Policy No.: QM11
Policy Title: Individualized Tailored Care
Effective Date: September 1, 2001

Policy: Individualized Tailored Care (ITC) is the process by which provider agencies contracted with the CCRSN shall provide services to Medicaid-enrolled consumers. Each consumer served is entitled to ITC as outlined in WAC 388-865, seeking full involvement of the consumer and/or family in determining the consumer's strengths and needs across all life domains. An ITC team shall collaboratively develop a care plan based on these strengths and needs that will incorporate innovative approaches to providing medically necessary care, specifically tailored to the consumer and/or family with regard to their particular community and culture. This plan must include a current crisis plan, if appropriate. Creativity and flexibility are key components for success, not only with planning, but also with funding.

Reference: WAC 388-865; Clark County Provider Contract Agreement, CCRSN Policy and Procedure QM08 Recovery Vision, Washington Mental Health Division RSN Contract

Procedure:

1. The services will be provided to meet the unique needs and preferences of the consumer and their family.
2. The focus will be on normalization and be responsive to the consumer's age, culture and disability.
3. The transition from formal services to informal support system will utilize the strengths and resources of the consumer's family, extended social network and the community in general.
4. The discharge criteria will be based on the consumer's and family's strengths and needs, rather than a predetermined length of stay.
5. Outcomes should be linked to specific goals and time frames.
6. It is the expectation that any child at risk of referral to an out-of-community placement will have had an active ITC team in placement beforehand.
7. For all adult consumers who are frequent users of crisis, emergency room, inpatient services, have multiple agency involvement and/or at risk of out-of-community placement, an ITC team will be formed to assist in stabilization and normalization.

8. Each provider will designate key staff to attend PHP/CCRSN sponsored trainings in ITC and to serve as consultants to other staff for the ITC process.
9. Each agency will participate in ITC Training as offered in the community.

Approved By:  Date: 9-1-2009
Michael Piper, Director
Clark County
Department of Community Services